SUA Renewal Letter and Data Denial Policy

I. Background

At OPSCOM 36 June 2002 action was taken to create a set of letters for the purpose of sending user notifications 30 days prior, on the SUA due date, and 30 days after the user's SUA due date. In order to provide enforcement of the renewal policy it was also decided to develop a policy for denying data for delinquent programs. Draft Letters were submitted to OPSCOM 37 June 2003. The following is a procedure for using user renewal letters and a policy for enforcing data denial.

II. SUA Letter Content

The SUA expiration letters should contain four basic pieces of information. First the letters should remind the user that they are required to renew their System Use Agreements (SUA) 30 day prior to its expiration. Second, the users are required to notify CLS/SAI directly in order to terminate their program and outline the user responsibility to terminate platforms that may still be operating. Third, users are financially responsible for platforms that continue to operate after their program is terminated. The final issue to be addressed is corrective actions available to the OPSCOM for failure of the user to renew or terminate programs after the SUA expiration date. The OPSCOM has the option to deny data to users who continue to operate platforms on the Argos system, after the expiration of their system use agreements or after a program has been terminated, at the users cost. Details of the denial policy are outlined in section four of this document.

III. SUA Letter Policy

1. The reminder renewal letters will be delivered by the Argos User offices (SAI and CLS) to the program administrators for which they are responsible for.

2. Letters will be delivered:
   * 30 days prior to the SUA expiration date
   * on the expiration Date of the current SUA
   * 30 Days after the expiration date

As required until a completed SUA has been submitted and approved by the OPSCOM Participants or the program is terminated

3. A program is renewed when a complete SUA has been signed and approved by the Operations Committee.

4. A Program is terminated when a user has indicated to CLS/SAI orally or in writing to discontinue their use of the Argos system, have terminated all platforms transmitting to the Argos system, and have turned in their Argos IDs into the user office.

5. Programs that fail to stop active platforms after termination are financially liable for the processing cost of the platform.

6. Programs that fail to renew an SUA after the final reminder letter 30 Days after the expiration date of their current agreement may be subject to data denial under the data denial policy in section IV.

7. Programs that fail to renew after the plus 60 day mark from their SUA expiration date shall be referred to the OPSCOM Co-Chairs for review and evaluation.

IV. Data Denial Policy

In managing programs on the Argos system it may become necessary to enforce SUA renewal policy against delinquent programs or programs operating platforms after termination. One option open to the Argos Operations Committee for dealing with non responsive programs is to invoke data denial. Data denial is the withholding of data processing and location services for a program at cost to the user due to one of the follow situations:

1. SUA expired for more then 90 days
2. Failure to shut down platforms after program termination

V. Denial Review Procedures

1. Expired or terminated programs with active platforms shall be referred to the OPSCOM Co-Chairs for review and evaluation at the plus 60 day mark after their SUA expiration or termination date. CLS/SAI shall list delinquent programs on a monthly basis.

2. OPSCOM Co-Chairs will review and evaluate the referred SUA based on length service with Argos, type user, government affiliation, number of operating PTT/PMT, and likelihood of resolving the delinquent SUA.

3. Any OPSCOM Co-Chair can exempt a listed program from data denial. The exempting OPSCOM Co-Chair is responsible for settling the situation with the submission of a valid SUA or program termination.

4. Any exempted program must be resolved within 60 days (plus 120 days from SUA expiration date) of their exemption, or be assigned for data denial.

5. The OPSCOM Participating Agencies will assign an effective date for data denial to Programs not exempted by a OPSCOM Co-Chair. Starting on this effective date Service

Argos Inc and CLS will withhold data delivery to the user and archive withheld data at the user's cost.

VI. Denial Notification Procedures

1. The OPSCOM Co-Chairs or their appointed representative will notify CLS/SAI when a program has been assigned and effective data and shall be denied its data.

2. CLS/SAI shall contact the user to informed them of the effective data of data denial and provide instructions for renewing or terminated their programs.

3. CLS/SAI shall notify the OPSCOM Co-Chairs when an SUA from a denied program is submitted for review.

VII. Denied Data Recovery

1. CLS/SAI shall archive denied data for delinquent programs until renewal or termination takes place.

2. Archived data can be deleted and/or the archive halted with consensus of the OPSCOM Co-Chairs.

3. Upon approval of an updated SUA or a properly terminated program CLS/SAI will remove the data denial restrictions and work with the user to recover withheld data.